



43885 SOUTH GRIMMER BOULEVARD • FREMONT, CALIFORNIA 94538
(510) 668-4200 • FAX (510) 770-1793 • www.acwd.org

Dear New Customer:

Welcome to Alameda County Water District (District). We are here to serve and provide residents and businesses in Fremont, Newark and Union City with a reliable supply of water that is of the highest quality, at a reasonable price. Offering many public services, we can provide assistance to help you use water wisely, and are here to answer questions you may have.

The District takes pride in delivering clean, safe drinking water to our customers and ensures its safety through our water treatment and testing programs. Both programs consistently meet or exceed federal and state drinking water standards. This information is included in our annual water quality report available on our website www.acwd.org.

Customer billing is conducted every two months (bimonthly) and is comprised of two components, a fixed service charge and usage (consumption) charge. The fixed service charge is designed to recover costs that do not vary with consumption. The consumption charge is based on the amount of water consumed. The consumption charge is billed in "Units". Each unit is 100 cubic feet of water or 748 gallons. In addition to the commodity charge, you will find an Account Establishment Field Charge on your first water bill. This is a one-time assessment, which covers the costs that are incurred by the District in establishing your water service.

Customers are responsible for all metered consumption and service charges until you notify the District to stop water service, and water service is terminated. Customers are also responsible for maintaining unobstructed access to all District owned facilities located on the premises. This includes the water meter box typically located at the front of the property between the sidewalk and curb.

To see a complete description of current rates and fees, go to www.acwd.org. Select "Customers" then go to Customer Service. The District recognizes some customers may experience difficulty paying their water bills. For more information on the Help on Tap – Customer Assistance Program, select the Help on Tap Program link on the Customer Service section of our website.

To take advantage of online billing and payment options, including payment by debit or credit card, automatic payment and paperless billing, please visit www.acwd.org/paymybill. To register and enroll in these options, click on [AutoPay, e-Bill and Pay-by-Text Enrollment](#).

If you have any further questions, feel free to call us at (510) 668-4200 or visit our website www.acwd.org.

We look forward to serving you and best wishes for success at your new location.

Very truly yours,

THE ALAMEDA COUNTY WATER DISTRICT

It is the mission of the Alameda County Water District to provide a reliable supply of high quality water at a reasonable price to our customers.